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☐	L68	(164 or 165 or 166 or 167) and ((automotive or car or cars) near sale$)	36
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☐	L64	707/3-5.ccls.	4144
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☐	L51	150 and ((automotive or car or cars) near sale$)	16
☐	L50	((customer$ or consumer$ or client$ or user$) near sale$)	2763
☐	L49	L47 and (sale or sales)	0
☐	L48	L47 and (dealership or dealerships or car or cars or automobile$)	0
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☐	L46	wallace-shawn-e.in.	0

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☐	L12	(car or cars or automobile or automobiles).ti.	39575
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☐	L8	L7 and (customer$ or client$ or consumer$).ti.	2
☐	L7	L6 and (car$ or automobile$)	62
☐	L6	sale$.ti.	876

☐	L5	L4 and (car$ or automobile$)	1
☐	L4	6141658.pn.	1
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☐	L2	L1 and (time or timestamp or times or time-stamp or (time adj1 stamp) or realtime or real-time or (real-time))	1
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Yvonne Rogers
October 1994 **Proceedings of the 1994 ACM conference on Computer supported cooperative
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Integrating CSCW systems to organisations is highly complex. This paper examines the co-evoluti
process involved in tailoring a CSCW system to fit in with the current organisational structure, wh
concurrently adapting the working practices to enable the system to support collaboration. A stud
presented which analyses the various obstacles and inequities that ensue when a multi-user syste
is implemented in a company. To facilitate the management and resolution of the emergent prob

Keywords: CSCW systems, conceptual framework, field studies, implementation, situation use

11 <u>The impact of object technology on commercial transaction processing</u>
Edward E. Cobb
August 1997 **The VLDB Journal — The International Journal on Very Large Data Bases**, Volume
Issue 3

Full text available: 📄 pdf(649.17 KB)   Additional Information: <u>full citation</u>, <u>abstract</u>, <u>index terms</u>

Businesses today are searching for information solutions that enable them to compete in the glob
marketplace. To minimize risk, these solutions must build on existing investments, permit the bes
technology to be applied to the problem, and be manageable. Object technology, with its promise
improved productivity and quality in application development, delivers these characteristics but, t
date, its deployment in commercial business applications has been limited. One possible reason is
the ...

Keywords: Objects, Workflow, transaction processing

12 Level II technical support in a distributed computing environment
Tim Leehane
September 1996 **Proceedings of the 24th annual ACM SIGUCCS conference on User services**

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13 The TWA reservation system
David Gifford, Alfred Spector
July 1984   **Communications of the ACM**, Volume 27 Issue 7

Full text available: 📄 pdf(2.35 MB)   Additional Information: full citation, abstract, references, citings, index terms

Where can you find a solid, forthright overview of the computer systems and management behinc
airline reservations? NASA's space shuttle? Or any of the multitude of other large computer systei
that support important projects or national activities? It's hard, sometimes impossible: partly
because the people who worked on such systems often do not have the time to write about their
experiences: and partly because many professional journalists who interview these people do not
have the techni ...

Keywords: ACP, PARS, airline reservation system

14 Client-server computing
Alok Sinha
July 1992 **Communications of the ACM**, Volume 35 Issue 7

Full text available: 📄 pdf(7.53 MB)   Additional Information: full citation, references, citings, index terms, review

Keywords: client-server computing

15 Electronic markets and electronic hierarchies
Thomas W. Malone, Joanne Yates, Robert I. Benjamin
June 1987   **Communications of the ACM**, Volume 30 Issue 6

Full text available: 📄 pdf(1.61 MB)   Additional Information: full citation, abstract, references, citings, index terms

By reducing the costs of coordination, information technology will lead to an overall shift toward
proportionately more use of markets—rather than hierarchies—to coordinate economic activity.

16 Technical papers: mobile and distributed computing: A programming model and system
support for disconnected-aware applications on resource-constrained devices
Yaron Weinsberg, Israel Ben-Shaul
May 2002   **Proceedings of the 24th International Conference on Software Engineering**

Full text available: 📄 pdf(1.28 MB)   Additional Information: full citation, abstract, references, index terms

The emergence of networked lightweight portable computing devices can potentially enable
accessibility to a vast array of remote applications and data. In order to cope with shortage of loc
resources such as memory, CPU and bandwidth, such applications are typically designed as a thin
client thick-server applications. However, another highly desirable yet conflicting requirement is t
support disconnected operation, due to the low quality and high cost of on-line connectivity. We

present a nov ...

17 Spoken dialogue technology: enabling the conversational user interface
March 2002 **ACM Computing Surveys (CSUR)**, Volume 34 Issue 1

Full text available: pdf(987.69 KB)   Additional Information: full citation, abstract, references, citings, index terms, review

Spoken dialogue systems allow users to interact with computer-based applications such as databases and expert systems by using natural spoken language. The origins of spoken dialogue systems can be traced back to Artificial Intelligence research in the 1950s concerned with develop conversational interfaces. However, it is only within the last decade or so, with major advances in speech technology, that large-scale working systems have been developed and, in some cases, introduced into commerc ...

Keywords: Dialogue management, human computer interaction, language generation, language understanding, speech recognition, speech synthesis

18 E-commerce: a market analysis and prognostication
Sherrie Bolin
September 1998 **StandardView**, Volume 6 Issue 3

Full text available: pdf(205.18 KB)   Additional Information: full citation, citings, index terms, review

19 Dealing with mobility: understanding access anytime, anywhere
Mark Perry, Kenton O'hara, Abigail Sellen, Barry Brown, Richard Harper
December 2001 **ACM Transactions on Computer-Human Interaction (TOCHI)**, Volume 8 Issue 4

Full text available: pdf(217.74 KB)   Additional Information: full citation, abstract, references, citings, index terms

The rapid and accelerating move towards use of mobile technologies has increasingly provided people and organizations with the ability to work away from the office and on the move. The new ways of working afforded by these technologies are often characterized in terms of access to information and people anytime, anywhere. This article presents a study of mobile workers that highlights different facets of *access* to remote people and information, and different facets of *anytime, anywhere ...*

Keywords: *Awareness, context, dead time, diary study, distributed collaboration, interviews, mo communication, mobile technology, mobile workers, personal computing*

20 Recovery guarantees for Internet applications
Roger Barga, David Lomet, German Shegalov, Gerhard Weikum
August 2004 **ACM Transactions on Internet Technology (TOIT)**, Volume 4 Issue 3

Full text available: pdf(997.52 KB)   Additional Information: full citation, abstract, references, index terms

Internet-based e-services require application developers to deal explicitly with failures of the underlying software components, for example web servers, servlets, browser sessions, and so for This complicates application programming, and may expose failures to end users. This paper presents a framework for an application-independent infrastructure that provides recovery guarantees and masks almost all system failures, thus relieving the application programmer from having to deal with these f ...

Keywords: Exactly-once execution, application recovery, communication protocols, interaction contracts

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